

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Sales Clerk

Class Code: 21110

A. Purpose:

Sells merchandise in a state store and performs inventory duties to maintain the operation of a store.

B. Distinguishing Feature:

The Sales Clerk is primarily responsible to operate a cash register and sell merchandise in a store setting.

The Cashier maintains accounting and receipting records of large amounts of cash and checks received from departments or students.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Waits on customers, operates cash register and receives and changes money to ensure proper selection and payment for goods.
2. Orders, maintains, and stocks inventory to ensure proper supply.
3. Serves customers to provide customer service.
 - a. Answers questions.
 - b. Directs customers to proper departments.
 - c. Cashes checks.
4. Maintains daily books to update inventory and accounting records.
5. Types and stamps notices to ensure adherence to office rules and regulations on posting of materials.
6. Sorts mail to ensure delivery to proper office.
7. Performs other work as assigned.

D. Reporting Relationships:

Reports to an office manager. Typically does not supervise.

E. Challenges and Problems:

Challenges include serving several customers in a short period of time during the peak business time of the day.

Typical problems include answering customers' questions about the institution due to the varying nature of the questions and operating the cash register due to the procedure needed to correct an error.

F. Decision-making Authority:

Decisions include what goods to stock and how much to order, whether to accept a check from a patron, whether a student has overspent his/her allotted amount balance, to whom a question from the public should be directed, and whether to allow posting of materials by patrons.

Decisions referred include unusual requests for posting materials and the purchasing of materials.

G. Contact with Others:

Daily contact with students and staff to make sales, answer questions and cash checks; and weekly contact with salespersons and delivery persons in the ordering and receiving of goods.

H. Working Conditions:

Retail store on a state campus. Incumbents may be required to stand for long periods of time.

I. Knowledge, Skills and Abilities:

Knowledge of:

- retail sales operations;
- arithmetic sufficient to add, subtract, multiply, divide and calculate percentages.

Ability to:

- communicate information clearly and concisely;
- make mathematical calculations rapidly and accurately;
- count accurately and record numerical and alphabetical data on forms;
- operate a cash register and make change;
- exercise tact and discretion in dealing with others.